



Application Connectivity Monitor
2.0

CONFIGURATION GUIDE

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Preface

Purpose

This document provides an overview of important features in EMC Smarts Application Connectivity Monitor, and instructions for configuring Application Connectivity Monitor.

Intended Audience

This guide is intended for administrators and integrators who are responsible for deploying and configuring Application Connectivity Monitor.

Prerequisites

This guide assumes you have the administrative privileges and the necessary experience to properly deploy and configure network management software.

Document Organization

This guide consists of the following chapters.

Table 1: Document Organization

CHAPTER/APPENDIX	DESCRIPTION
1. INTRODUCTION	Provides an overview of the important features of Application Connectivity Monitor that should be configured.
2. DEPLOYING APPLICATION CONNECTIVITY MONITOR	Discusses how to deploy Application Connectivity Monitor.
3. CREATING AND CONFIGURING APPLICATION SIGNATURES	Details how to create and configure application signatures.
4. GROUPS AND SETTINGS	Details the use of groups and settings with Application Connectivity Monitor.
A. WILDCARDS USED BY EMC SMARTS SOFTWARE	Details the use of wildcards with EMC Smarts software.

Documentation Conventions

Several conventions may be used in this document as shown in Table 2.

Table 2: Documentation Conventions

CONVENTION	EXPLANATION
<code>sample code</code>	Indicates code fragments and examples in Courier font
keyword	Indicates commands, keywords, literals, and operators in bold
<code>%</code>	Indicates C shell prompt
<code>#</code>	Indicates C shell superuser prompt
<code><parameter></code>	Indicates a user-supplied value or a list of non-terminal items in angle brackets
<code>[option]</code>	Indicates optional terms in brackets

Table 2: Documentation Conventions (*continued*)

CONVENTION	EXPLANATION
<i>/InCharge</i>	Indicates directory path names in italics
<i>yourDomain</i>	Indicates a user-specific or user-supplied value in bold, italics
<i>File > Open</i>	Indicates a menu path in italics
▼▲	Indicates a command is wrapped over one or more lines. The command must be typed as one line.

Directory path names are shown with forward slashes (/). Users of the Windows operating systems should substitute back slashes (\) for forward slashes.

Also, if there are figures illustrating consoles in this document, they represent the consoles as they appear in Windows. Under UNIX, the consoles appear with slight differences. For example, in views that display items in a tree hierarchy such as the Topology Browser, a plus sign displays for Windows and an open circle displays for UNIX.

Finally, unless otherwise specified, the term InCharge Manager is used to refer to EMC Smarts programs such as Domain Managers, Global Managers, and adapters.

Application Connectivity Monitor Installation Directory

In this document, the term **BASEDIR** represents the location where the Application Connectivity Monitor software is installed.

- For UNIX, this location is: */opt/InCharge<n>/<product>*.
- For Windows, this location is: *C:\InCharge<n>\<product>*.

The *<n>* represents the software platform version number. The *<product>* represents the product name. For example, on UNIX operating systems, Application Connectivity Monitor is, by default, installed to: */opt/InCharge6/ACM/smarts*. On Windows operating systems, this product is, by default, installed to: *C:\InCharge6\ACM\smarts*. This location is referred to as **BASEDIR**/*smarts*.

Optionally, you can specify the root of **BASEDIR** to be something other than */opt/InCharge6* (on UNIX) or *C:\InCharge6* (on Windows), but you cannot change the *<product>* location under the root directory.

For more information about the software directory structure, refer to the *EMC Smarts System Administration Guide*.

Application Connectivity Monitor Products

Application Connectivity Monitor includes the following products:

- Application Connectivity Monitor

Additional Resources

In addition to this document, EMC Smarts provides the following resources.

Command Line Programs

Descriptions of command line programs are available as HTML pages. The *index.html* file, which provides an index to the various commands, is located in the **BASEDIR**/*smarts/doc/html/usage* directory.

Documentation

Readers of this document may find other documentation (also available in the **BASEDIR**/*smarts/doc/pdf* directory) helpful.

EMC Smarts Documentation

The following documents are product independent and thus relevant to users of all EMC Smarts products:

- *EMC Smarts System Administration Guide*
- *EMC Smarts ASL Reference Guide*
- *EMC Smarts Perl Reference Guide*

Application Connectivity Monitor Documentation

The following documents are relevant to users of Application Connectivity Monitor:

- *EMC Smarts Application Connectivity Monitor Release Notes*

- *EMC Smarts Application Connectivity Monitor Installation Guide*
- *EMC Smarts Application Connectivity Monitor Configuration Guide*
- *EMC Smarts Application Connectivity Monitor User's Guide*

Technical Support

For questions about technical support, call your local sales office or service provider. For service, call one of the following numbers:

United States: 800.782.4362 (SVC.4EMC)

Canada: 800.543.4782 (543.4SVC)

Worldwide: 508.497.7901

EMC Powerlink

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<http://powerlink.emc.com>

Introduction

This chapter provides a brief overview of important features in EMC Smarts Application Connectivity Monitor. It includes the following sections:

- About Application Connectivity Monitor
- Managing Applications with Application Connectivity Monitor
- Application Signature Configuration Interface

See [Creating and Configuring Application Signatures](#) on page 17 for detailed information about using the Application Signature Configuration Interface.

See [Managing Applications with Application Connectivity Monitor](#) on page 2 about the use of Application Connectivity Monitor to manage applications.

About Application Connectivity Monitor

Application Connectivity Monitor (ACM) is a software package that automatically discovers TCP-based applications on the network, and monitors application connectivity to pinpoint the root cause of application availability problems.

Network operations personnel can use Application Connectivity Monitor to:

- Discover and monitor the network availability of TCP applications.
- When an application is unavailable, determine whether the problem is basic network connectivity or application availability.

Application Connectivity Monitor operates in conjunction with Availability Manager and Service Assurance Manager. Availability Manager provides the network topology for Application Connectivity Monitor. Service Assurance Manager collects the results of the deployment's root-cause analysis, and presents those results to network operations personnel through its Global Console.

Managing Applications with Application Connectivity Monitor

A typical large-scale application deployment can include numerous software services and hardware devices, all of which must interact in a prescribed fashion to provide a business service. It follows, then, that there is a need for a scalable solution for monitoring the availability of hundreds or thousands of applications, along with the ability to automatically differentiate application failures from network connectivity failures.

Application Connectivity Monitor addresses this fundamental problem of application management in the following ways:

- Helps the user define the application to be managed, and helps the user through the process of discovering and monitoring the appropriate components.
- Codebook Correlation Technology™ requires only a small subset of the events that occur in such an environment to perform root-cause analysis. The InCharge Common Information Model (ICIM) used by Application Connectivity Monitor models only the necessary components; this obviates the need for the complete topological infrastructure and the monitoring of every component and device.

Define the Application

Application Connectivity Monitor comes pre-configured with application signatures for all common TCP based applications based on IANA registered ports. In addition, users can easily create new signatures using the Application Signature Configuration Interface.

Discover the Software Infrastructure

Perform an initial discovery of network topology with Availability Manager and import the topology and connectivity analysis into Application Connectivity Monitor.

Then, use Application Connectivity Monitor to discover the software infrastructure.

- The application signatures automate the process of discovering the topology and the relationships between the elements.

Automated Root-Cause and Impact Analysis

Application Connectivity Monitor automatically monitors all discovered TCP applications, and automatically isolates the root cause of application outages, differentiating between network connectivity failures and application failures.

In the case of network connectivity failures, Application Connectivity Monitor works with Availability Manager and Service Assurance Manager to isolate the specific network component that failed, providing end-to-end root cause analysis. As with all EMC Smarts analysis products, the root cause problem is automatically associated with all of the impacted systems and applications to provide automated impact analysis.

With Business Impact Manager, users can also calculate the impact of these infrastructure failures on business processes, services and customers.

Application Signature Configuration Interface

For Application Connectivity Monitor, the Domain Manager Administration Console, which is accessed from the Global Console, includes an Application Signature tab. The tab enables administrators and integrators to access the Application Signature Configuration Interface through which they can select, configure, and enable predefined application signatures. Once selected, configured, and enabled, Application Connectivity Monitor uses the signatures to discover and monitor managed applications.

Application Signatures

Conceptually, applications have characteristics or attributes that uniquely differentiate one application from another; together, these characteristics constitute a signature for a given application. Using the mechanism of Application signatures, we can then further qualify an application to reference particular instances of that application. Application Connectivity Monitor uses signatures to discover and classify software applications in the managed infrastructure. Application Connectivity Monitor includes many predefined signatures.

Application signatures are selected, configured, and enabled through the Application Signature Configuration Interface. Their configuration includes the name of the signature, port number, expected request and response, application class, and an application prefix. System matching criteria can be specified to limit discovery.

Once predefined signatures are configured and enabled, they are automatically registered with Application Connectivity Monitor. At the same time, the signatures are combined with a standard probe, which is set to "Autodetect," that automatically discovers the specified applications. The discovery of the applications is initiated during the next discovery period, or when a new system is added to the Application Connectivity Monitor topology.

Monitoring Actions

Monitoring actions are scripts or programs that are associated with application signatures. The actions monitor the availability of applications.

Application Connectivity Monitor includes a Standard tcpAction monitoring action that, unless otherwise specified, is used by all application signatures. It automatically monitors application availability by attempting to establish TCP sessions with each managed application. Too, there is an option, with the request/response strings, to provide greater application availability checking.

See [Specifying Monitoring Action Parameters](#) on page 24 for additional information.

2

Deploying Application Connectivity Monitor

This chapter describes how to deploy Application Connectivity Monitor, and includes the following sections:

- Planning the Deployment
- License Reminder
- Integrating Application Connectivity Monitor

Planning the Deployment

As you prepare to deploy Application Connectivity Monitor, you should gather and document information about your network infrastructure and the applications that depend on that infrastructure. The information will be important when you verify the discovery of the infrastructure, and configure the signatures that will discover and monitor the applications.

Note: Unless otherwise noted, the supported platforms are Solaris 2.9 and Windows 2000 for the products, configurations, and devices described in this section.

Privileges Requirement

If you are integrating Application Connectivity Monitor, you must either:

- Be a superuser (User ID 0) on UNIX platforms.
- Have administrative privileges on Windows platforms.

Supported Product Versions and Requirements

Application Connectivity Monitor requires:

- EMC Smarts Application Connectivity Monitor. Components: ACM Domain Manager.
- Service Assurance Management Suite 6.2 with SmartPack2. Components: Global Manager, Global Console, and Adapter Platform.
- IP Management Suite 6.2 with SmartPack2. Components: Availability Manager.
- Java Runtime Environment (JRE) 1.4.2_06 must be installed on your system. It is a requirement for the installation program.

Firewall Deployment Considerations

The ACM Domain Manager needs to be able to connect to the applications it monitors. A firewall between the ACM Domain Manager and an application can prevent ACM from discovering and monitoring that application.

If there is no access, your firewall administrator might need to:

- Configure security policies (rules) to enable a one-way connection from the ACM Domain Manager to the server to be monitored.
- Specify application ports while setting up the one-way connection for a greater level of security.

Installing the Software

EMC Smarts suites need to be properly installed and functional.

Instructions to install and uninstall the suites are provided in these documents:

- *EMC Smarts Application Connectivity Monitor Installation Guide*

- *EMC Smarts Service Assurance Management Suite Installation Guide*
- *EMC Smarts IP Management Suite Installation Guide*

If Service Assurance Management Suite 6.2 is installed, you will need to install SmartPack 2. Apply SmartPack 2 to Service Assurance before configuring communications between Service Assurance and Application Connectivity Monitor.

See the *EMC Smarts SmartPack Read Me First* document that came with your software for additional information.

License Reminder

For Application Connectivity Monitor, ensure that your license is in the proper location:

- Evaluation license—Save *trial.dat* to the **BASEDIR**/*smarts/local/conf* directory. Edit the `SM_LICENSE` variable in the *runcmd_env.sh* file so that the variable specifies the full path name to the *trial.dat* file.
- Permanent license—Save *smarts.lic* to the **BASEDIR** directory. By default, **BASEDIR** is */opt/InCharge6/ACM* for UNIX and *C:\InCharge6\ACM* for Windows.

See the *EMC Smarts Application Connectivity Monitor Installation Guide* and *EMC Smarts System Administration Guide* for complete information about licenses.

Integrating Application Connectivity Monitor

This section describes how to integrate Application Connectivity Monitor. Instructions are organized by component. Figure 1 illustrates the architecture and integration of Application Connectivity Monitor.

During the integration process, for some of the components, you need to modify configuration files. Use the *sm_edit* utility to edit configuration files. For example, to edit the *ics.conf* file for the Global Manager, enter the following at the command line:

```
# BASEDIR/smarts/bin/sm_edit conf/ics/ics.conf
```

Whenever you modify a configuration file, you must stop and restart the component for the changes to take effect. For a Global Manager, you can reload the configuration file while it is still running. For information about the `sm_edit` utility, see [Modifying Files With the `sm_edit` Utility](#) on page 14.

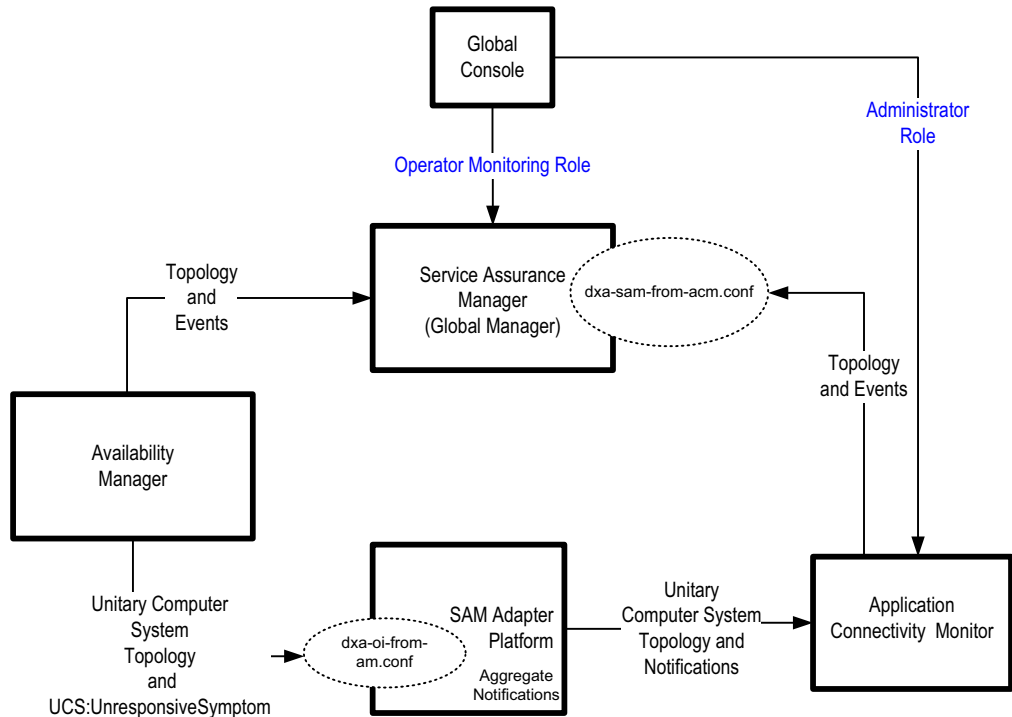


Figure 1: Application Connectivity Monitor Architecture and Integration

Availability Manager

To transfer (export) events and topology from Availability Manager to either the Global Manager or the Adapter Platform, no configuration changes are necessary for Availability Manager.

Availability Manager must be installed and functional. The Domain Manager is used to perform discovery.

Adapter Platform

To transfer notifications and topology from:

- Adapter Platform to the Global Manager, no configuration changes are necessary in the Adapter Platform's configuration file.

- Adapter Platform to the ACM Domain Manager, no changes are necessary in the Adapter Platform's configuration file.

To receive events and topology from an underlying source, you need to uncomment `DomainType` entries in the Adapter Platform's configuration file, `icoi.conf`. At minimum, you need to uncomment the entry for Availability Manager.

In addition, you need to comment out the entry for Availability Manager that uses the `dxs-sysip.conf` file.

The `DomainType` needs to specify the name of the underlying domain (source) and the data exchange file, `dxs-oi-from-am.conf`, plus any settings such as `MinimumCertainty`.

Use the `sm_edit` utility to modify the `icoi.conf` located in `/opt/InCharge6/SAM/smarts/icoi/conf` or `C:\InCharge6\SAM\smarts\icoi\conf` directory.

Example of DomainType Entries

This section provides an example of a `DomainSection` in an Adapter Platform's configuration file, `icoi.conf`. In it, there are `DomainType` entries for Availability Manager.

```
DomainSection
{
#   DomainType
#   {
#       ConfFile           = "dxs-sysip.conf";
#       MinimumCertainty  = 0.0;
#       SmoothingInterval = 0;
#       Name               = "INCHARGE-AM";
#   }

#Domain type for AM servers to be used in ACM 2.0
#deployments.
#Please use this INSTEAD of the first one (comment out the
#block using the dxs-sysip.conf file).
    DomainType
    {
        ConfFile           = "dxs-oi-from-am.conf";
        MinimumCertainty  = 0.0;
        SmoothingInterval = 0;
        Name               = "INCHARGE-AM";
    }
}
```

For more information about the Adapter Platform, see the *EMC Smarts Service Assurance Manager Adapter Platform User's Guide*. For more information about DomainType entries and configuring settings for system defaults, see the *EMC Smarts Service Assurance Manager Configuration Guide*.

ACM Domain Manager

ACM Domain Manager discovers and monitors applications.

- It receives topology from the Standard Probe.
- It receives monitoring results from the Standard tcpAction.
- It receives topology and notifications from Adapter Platform.

The ACM Domain Manager correlates this information and sends the root-cause and impact analysis as well as topological information to the SAM Global Manager.

To receive notifications and topology from the Adapter Platform, you must manually add the element to the ACM Domain Manager's topology using the Domain Manager Administration Console.

See [Adding Sources to the ACM Domain Manager](#) on page 10 for instructions.

To transfer events and topology to the Global Manager, no changes are necessary for the ACM Domain Manager.

Adding Sources to the ACM Domain Manager

To use the Domain Manager Administration Console to add the Adapter Platform to the ACM Domain Manager's topology, perform these steps. (If you already have a console open, make sure you are attached to the ACM Domain Manager and start with Step 3). The domains must be registered with the same broker at startup for this process to function properly.

- 1** Open the Global Console using either the **sm_gui** command or the Start menu.
- 2** Log on and attach to the ACM Domain Manager.
- 3** From the console, select *Configure > Domain Manager Administration Console*.
- 4** Select *Topology > Add Source*.

- 5 In the Add Source dialog, select "Adapter Platform" and enter the name of the Adapter Platform server that is being used (for example, IC-OI) in the element name field. Click **OK**.

Global Manager

To receive events and topology from an underlying source, you must modify the Global Manager's configuration file, *ics.conf*. You need to add or uncomment DomainType entries for all of the following:

- Availability Manager
- Adapter Platform
- ACM Domain Manager

If you are also using Performance Manager, then uncomment a DomainType entry for it.

For Application Connectivity Monitor, the Global Manager uses the following data exchange files to receive information:

- *dxa-conn.conf*
- *dxa-perf.conf*
- *dxa-oi.conf*
- *dxa-sam-from-acm.conf*

Use the *sm_edit* utility to modify the *ics.conf* located in */opt/InCharge6/SAM/smarts/ics/conf* or *C:\InCharge6\SAM\smarts\ics\conf* directory.

Examples of DomainType Entries

This section provides an example of a DomainSection in the Global Manager's configuration file, *ics.conf* file. In it, there are DomainType entries for: Availability Manager, Performance Manager, Adapter Platform, and ACM Domain Manager.

```
DomainSection
{
    DomainType
    {
        ConfFile           = "dxa-conn.conf";
        MinimumCertainty  = 0.24;
        SmoothingInterval = 65;
##      HookScript        = "ics/dxa-sample-hook.asl";
        Name               = "INCHARGE-AM";
    }
}
```

```
DomainType
{
    ConfFile          = "dxa-perf.conf";
    MinimumCertainty = 0.24;
    SmoothingInterval = 65;
##    HookScript       = "ics/dxa-sample-hook.asl";
    Name              = "INCHARGE-PM";
}

# DomainType definition for INCHARGE-OI.
DomainType
{
    ConfFile          = "dxa-oi.conf";
    MinimumCertainty = 0.24;
    SmoothingInterval = 65;
##    HookScript       = "ics/dxa-sample-nl-hook.asl";
    Name              = "INCHARGE-OI";
}

# DomainType definition for INCHARGE-ACM.
DomainType
{
    ConfFile          = "dxa-sam-from-acm.conf";
    MinimumCertainty = 0.24;
    SmoothingInterval = 65;
##    HookScript       = "ics/dxa-sample-hook.asl";
    Name              = "IC-ACM";
}
}
```

Reconfiguring the Global Manager

If you change the *ics.conf* file after the Global Manager is running, you need to invoke a command so that the Global Manager will reload its configuration file. This procedure is also referred to as reconfiguring the Global Manager. Reconfiguring the Global Manager requires administrative privileges, as defined by the Global Manager's *serverConnect.conf* file.

To reconfigure the Global Manager, invoke the following command from the **BASEDIR**/*smarts/bin* directory:

```
# sm_adapter -s <global_manager> ics/ICS_RemoteConfig.asl
```

where *<global_manager>* is the name of your Global Manager.

Depending on your security configuration, you may be prompted for your EMC Smarts user name and password.

For additional information about configuring a Global Manager's configuration file or the **ICS_RemoteConfig** command, see the *EMC Smarts Service Assurance Manager Configuration Guide*.

Starting and Stopping the Components Manually

Note: To use the `sm_service` utility to start a service or install a service, you must have root or administrative privileges on the local host.

Services for Application Connectivity Monitor run automatically after your system reboots. If, for any reason, you need to start or stop a service manually, use the `sm_service` utility.

For example, to start a service for the ACM Domain Manager, issue:

```
# BASEDIR/smarts/bin/sm_service start ic-acm-server
```

To stop a service, specify the **stop** action instead of the **start** action.

For Windows, you can also use the Control Panel Administrative Tools dialog box to start and stop services. For the Windows Control Panel method, refer to the *EMC Smarts System Administration Guide*.

Table 3 summarizes service names that can be specified with the `sm_service` utility. For more information about services, refer to the *EMC Smarts System Administration Guide*.

Table 3: Summary of EMC Smarts Service Names

SERVICE NAME	COMPONENT
ic-sam-server	Global Manager
ic-icoi-server	Adapter Platform
ic-am-server	Availability Manager
ic-pm-server	Performance Manager
ic-acm-server	ACM Domain Manager

Default Parameters for Services

During installation, the ACM Domain Manager can be installed as a service. When installed as a services default values are specified for the parameters that are associated with the services.

ACM Domain Manager default options are:

```
▼ BASEDIR/smarts/bin/sm_service install --startmode=runonce
--name=ic-acm-server
BASEDIR/smarts/bin/sm_server --name=IC-ACM --config=asm-ntier
--port=0 --subscribe=default --ignore-restore-errors
--output▲
```

- ▼▲ Indicates the command must be typed as one line.
-

Validating Your Integration

To verify the integration of your ACM Domain Manager, perform these tasks:

- Use a text editor to review the ACM Domain Manager's log file. The log file is located on the host running the component in the **BASEDIR**/*smarts/local/logs* directory.

A common log error is "cannot access" for improper access between components.
- View the EMC Smarts Broker's registry to ensure that the components are registered. To do so, use the **brcontrol** command. For more information about the brcontrol command, see the *EMC Smarts System Administration Guide*.
- Verify that the Adapter Platform was added to the ACM Domain Manager's topology. Open the Discovery Progress dialog (Pending Elements list) from the Domain Manager Administration Console to verify that it is not listed.
- Open a Global Console, and attach to the Global Manager and ACM Domain Manager to view any notifications.

Modifying Files With the sm_edit Utility

As part of the EMC Smarts deployment and configuration process, you will need to modify certain files. User modifiable files include configuration files, rule set files, templates, and files (such as seed files, and security configuration files) containing encrypted passwords. Original versions of these files are installed into appropriate subdirectories under the **BASEDIR**/*smarts/* hierarchy. For example, on UNIX operating systems the original versions of Global Manager configuration files are installed to */opt/InCharge6/SAM/smarts/conf/ics*.

Original versions of files should not be altered. If a file requires modification, it must be stored as a local copy of the file in **BASEDIR**/*smarts/local* or one of its subdirectories. For example, a modified *ics.conf* file should be saved to */opt/InCharge6/SAM/smarts/local/conf/ics*. EMC Smarts software is designed to first search for user modifiable files in **BASEDIR**/*smarts/local* or one of its subdirectories. If a modified version of a file is not found in the local area, EMC Smarts software then searches appropriate nonlocal directories.

Note: Original versions of files may be changed or updated as part of an EMC Smarts software upgrade. However, files located in **BASEDIR**/*smarts/local* are always retained during an upgrade.

To facilitate proper file editing, EMC Corporation provides the *sm_edit* utility with every EMC Smarts product suite. When used to modify an original version of a file, this utility automatically creates a local copy of the file and places it in the appropriate location under **BASEDIR**/*smarts/local*. This ensures that the original version of the file remains unchanged. In both UNIX and Windows environments, you can invoke *sm_edit* from the command line. Optionally, you can configure Windows so that *sm_edit* is automatically invoked when user-modifiable files are double-clicked in Windows Explorer.

To invoke the *sm_edit* utility from the command line, specify the path and the name of the file you want to edit under **BASEDIR**/*smarts*. If multiple EMC Smarts products are running on the same host, you should ensure that you invoke *sm_edit* from the *bin* directory of the product suite whose files you wish to edit. For example, to edit the configuration file for the Global Manager, you invoke the *sm_edit* utility as follows:

```
# /opt/InCharge6/SAM/smarts/bin/sm_edit conf/ics/ics.conf
```

The *sm_edit* utility automatically creates a local copy of the *ics.conf* file in the **BASEDIR**/*smarts/local/conf/ics* directory, if necessary, and opens the file in a text editor. If a local version of the file already exists, the *sm_edit* utility opens the local version in a text editor. In addition, *sm_edit* creates any necessary directories.

For more information about how to properly edit user modifiable files and how to use the *sm_edit* utility, refer to the *EMC Smarts System Administration Guide*.

Creating and Configuring Application Signatures

The Application Signature Configuration Interface that is included with Application Connectivity Monitor enables administrators and integrators to create and configure application signatures. Application Connectivity Monitor uses the signatures to discover and monitor applications in the managed topology.

This chapter details how to use the interface to create and configure signatures, and includes the following sections:

- Using the Application Signature Configuration Interface
- Specifying Monitoring Action Parameters
- Specifying System Name Patterns
- The Standard Discovery Probe
- The Standard tcpAction
- Removing Topology Elements

Using the Application Signature Configuration Interface

For Application Connectivity Monitor, the Domain Manager Administration Console, which is accessed from the Global Console, includes an Application Signature tab.

The tab enables administrators and integrators to access the Application Signature Configuration Interface through which they can enable and configure application signatures. Signatures can also be deleted, when necessary.

To access the Application Signature Configuration Interface, perform the following steps.

- 1 From the Global Console, select *Configure > Domain Manager Administration Console*.
- 2 Click on the Domain Manager icon in the Topology Tree and select the Application Signature tab.

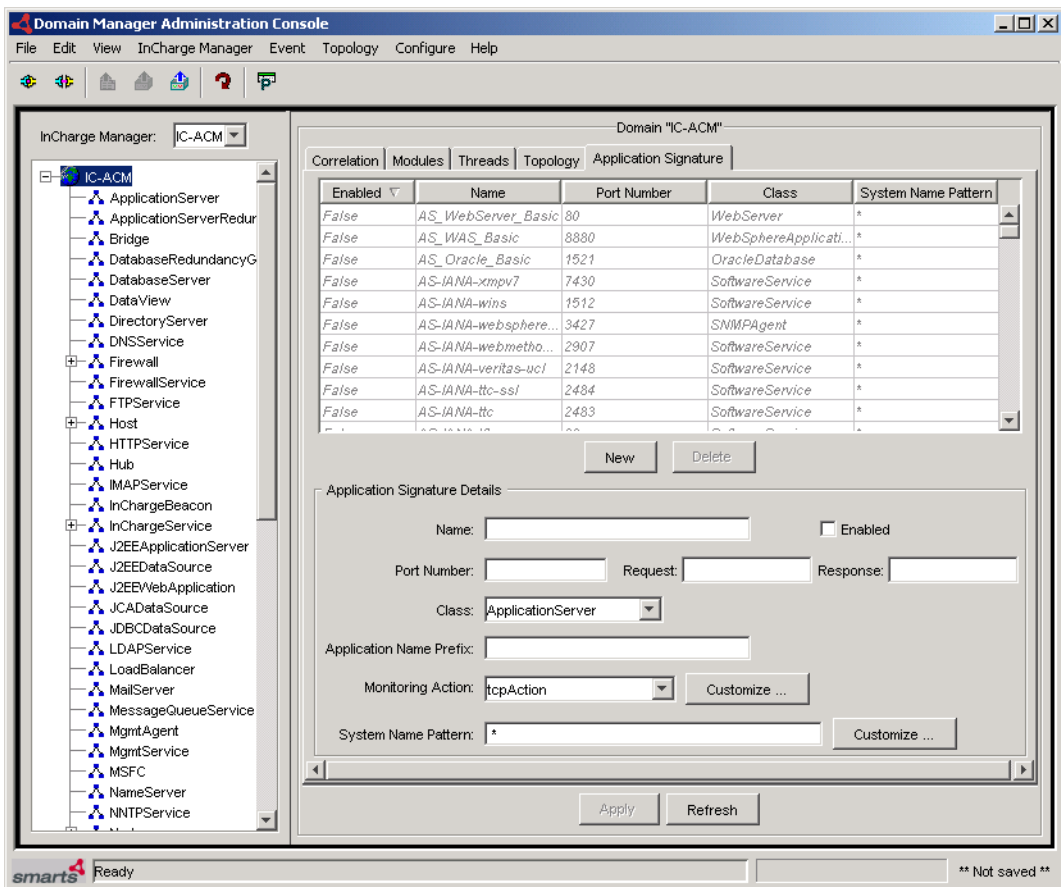


Figure 2: Application Signature Tab

The table at the top of the tab (see Figure 2) shows the list of application signatures that are available in the ACM Domain Manager. Each row in the table corresponds to an application signature and each column in the row corresponds to a field in the application signature.

Enabled signatures (those already deployed) appear in normal font; disabled signatures appear in grayed italic font.

By default, the application signatures are disabled (grayed out). To enable a signature, select the needed autodetect signature. The signature name is then placed in the Name field, and the values for the selected signature are displayed. Click the **Enable** checkbox and **Apply** button. Update the parameters as required. See [Modifying Application Signatures](#) on page 23 to modify the values.

Note: Enabled signatures that are later disabled will not detect new elements; however, the topology, that was detected during the time the signature was enabled, will not be removed and monitoring of the detected software services will continue.

Creating Application Signatures

To create a new application signature, perform the following steps.

- 1 Access the Application Signature tab.
- 2 Click the **New** button. Default values are added to the following fields:
 - Class defaults to "Application Server".
 - Enabled checkbox is un-checked, which means that the application signature is disabled and must be enabled
 - Monitoring Action is "tcpAction" for monitoring.
 - System Name Pattern defaults to "*", which means discovery will occur on all systems added to the ACM Domain Manager's topology.
- 3 Enter information into the displayed fields. Table 4 describes the fields of the Application Signature tab. All of the required fields must be completed.
- 4 Click the **Enable** checkbox.
- 5 Click the **Apply** button.

The application signature is created in the ACM Domain Manager and is enabled. It is then used to discover the application:

- When discovery is manually invoked with Discover All
- When the next discovery cycle is initiated
- When a new system is added to the topology of the ACM Domain Manager

Enabled Autodetect application signatures can be launched on demand for a given system. To do so, right click on that system in the Domain Manager Administration Console and select *Rediscover*.

Note: The information required for application signatures should be available to the administrator (or other authorized person) who will define and configure the signatures. If necessary, it can be gathered from the network environment, a common source of information.

In the table, the Port Number, Request, and Response specify the discovery criteria used by the signature. The Application Class and Application Name Prefix entries provide information about the application and specify the class for the application if one is detected.

See [The Standard Discovery Probe](#) on page 27 for a discussion of the Standard Probe.

Table 4: Application Signature Fields

FIELD NAME	DESCRIPTION	REQUIRED/OPTIONAL
Name	The name of the application signature. For a new signature, the name must be unique; it cannot be the name of an existing application signature.	Required
Enable	Allows you to Enable/Disable the application signature during deployment in the ACM Domain Manager. Clicking the checkbox enables the application signature. The enabled signature will be invoked in the next discovery cycle on the hosts depending on the host name pattern, or when a new host matching the host name pattern is added to the topology of the ACM Domain Manager.	Required

Table 4: Application Signature Fields (continued)

FIELD NAME	DESCRIPTION	REQUIRED/OPTIONAL
Port Number	<p>The port number on which the application should be actively listening.</p> <p>The same port number can be used for multiple signatures. However, when the same port is used for multiple signatures, the request strings and response patterns must be mutually exclusive. For example: Signature 1: port 25, response "*Sendmail*" Signature 2: port 25, response "*Exchange*"</p> <p>If the requests and responses are not different (that is, inclusive), the results of the probes are unpredictable.</p>	Required
Request	<p>The command string to send to the application in order to generate a response from the application. The string is sent after a connection on the specified port is established. The server response is checked against a specified pattern (see "Response" below).</p>	Optional
Response	<p>The criteria to check the response message received while checking the existence of the port number. Wild card criteria specification is supported. See Wildcards Used By EMC Smarts Software on page 43 for additional information.</p> <p>The system tries to receive (and match against) responses in blocks of 1024 bytes. It reads at least 1 line of the server response if a Request was not specified, and at least 2 lines of output if a Request was specified. If the output includes a new-line character (\n), the system reads and matches against only 1 line.</p>	Optional
Class	<p>The application class of the discovered application. The drop down list includes Software Service and the subclasses of Software Service.</p>	Required
Application Name Prefix	<p>The prefix to be added to the instance names in the topology discovered by the signature.</p> <p>For example, if the application name Prefix is "Apache" the discovered instance name of the application will be "SW-Apache/frame.company.com" and the display name will be "Apache/frame.company.com".</p>	Required

Table 4: Application Signature Fields (continued)

FIELD NAME	DESCRIPTION	REQUIRED/OPTIONAL
Monitoring Action	The monitoring action to be used to monitor the discovered application. The default is tcpAction. The values for parameters in the monitoring action can be specified by clicking the Customize... button. See Specifying Monitoring Action Parameters on page 24 for additional information. If <None> is selected in the drop down list, the applications discovered by the application signature will not be monitored.	Optional
System Name Pattern	The system name pattern(s) of the systems against which the application signature should be run. The values for the pattern(s) can be specified by clicking the Customize...button. See Specifying System Name Patterns on page 25 for additional information. Wild card criteria specification is supported. See Wildcards Used By EMC Smarts Software on page 43 for additional information. The default is "*" which means that the system will discover a specified application on all systems added to the ACM Domain Manager's topology.	Required

Specifying Port Number, Request, and Response Parameters

The Port Number, Request, and Response parameters can provide various types of information depending upon the entered values.

If, for example, you only need to know whether you can connect to a specified port, enter that port number.

```
Port Number <25> (for SMTP)
Request <No Value>
Response <No Value>
```

If, however, you need to know whether you can connect to a specified port and that the server should respond with a certain pattern, then enter a port number and response string.

```
Port Number <25>
Request <No Value>
Response <*sendmail*>
```

Finally, you can enter values for all three parameters to send a request to induce the server to respond with a particular pattern.

```
Port Number <80> (for a Web Server)
Request <GET HTTP/1.0\n\n>
Response <*Server: Apache*> (to detect an Apache Web Server)
```

Modifying Application Signatures

The Application Signature tab is also used for modifying an existing application signature. The table at the top of the Application Signature tab will show a list of application signatures registered in the server. Each row in the table corresponds to an application signature.

To modify an existing application signature, perform the following steps.

- 1 Access the Application Signature tab.
- 2 Select an existing signature from the list at the top of the tab.
- 3 When the system displays the values associated with the selected signature, modify the values as necessary. Except for the name, all of the other values can be modified.
- 4 If the signature is disabled, click the **Enable** checkbox.
- 5 Click the **Apply** button to update the modified application signature.

Note: The **Apply** button is disabled (grayed out) until valid values are entered for all of the required fields in the Application Signature Details panel.

If you try to update an outdated version of the application signature, the console will display a message stating that the signature is outdated and that you need to click the **Refresh** button to display the latest version of the signature from the domain manager.

Deleting Application Signatures

The Application Signature tab is used for deleting an existing application signature. The table at the top of the Application Signature tab will show the list of application signatures registered in the server. Each row in the table corresponds to an application signature.

Deleting an application signature does not remove the discovered topological elements associated with the deleted application signature from the topology. The elements must be removed from the topology. See [Removing Topology Elements](#) on page 29 for additional information about removing elements.

To delete an existing application signature, perform the following steps.

- 1 Access the Application Signature tab.
- 2 Select an existing signature from the list at the top of the tab.
- 3 Click the **Delete** button to delete the signature from the list.

- 4 The Application Signature Configuration Interface displays a warning message to make sure that you want to delete the selected application signature. Click **Yes** to delete the signature.

Specifying Monitoring Action Parameters

Monitoring actions are scripts or programs that are associated with application signatures: one per signature. The actions monitor the availability and health of applications.

Application Connectivity Monitor includes one predefined monitoring action: a tcpAction. The tcpAction is a standard action that is used by all of the signatures included with Application Connectivity Monitor.

Figure 3 illustrates the dialog used to customize the parameters of the Monitoring Action for the application signature. The dialog displays the parameters of the selected monitoring action in the Application Signature tab. Only the values for the parameters can be changed.

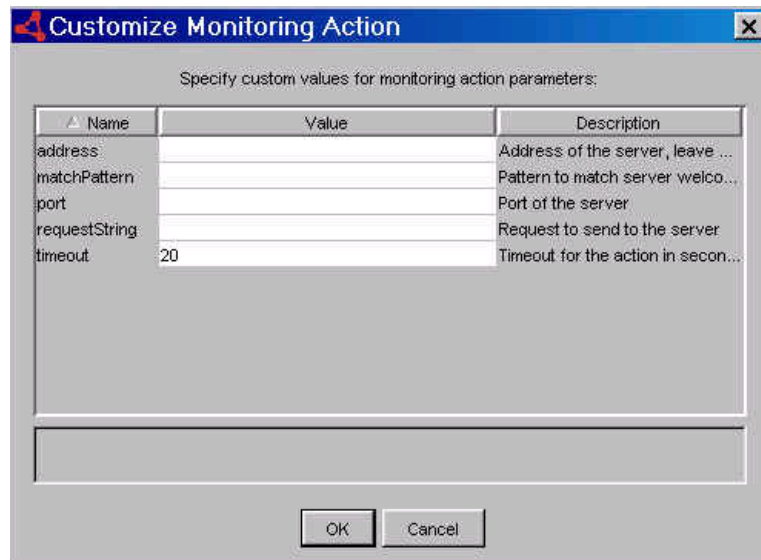


Figure 3: Monitoring Action Dialog

If you do not specify any values for the parameters, default values are assigned to the parameters. The parameters marked in red are required for the execution of the monitoring action.

To specify the parameters for a Monitoring Action, perform the following steps.

- 1 Access the Application Signature tab.
- 2 Enter a new application signature or select an existing signature from the list at the top of the tab.
- 3 At the Monitoring Action field, select the tcpAction.
- 4 Click the **Customize...** button to display the parameters.
- 5 Enter values for the parameters as necessary. The parameters marked in red are required. In addition, the dialog box displays a message at the bottom that lists required parameters that must be entered.
- 6 Click the **OK** button.
- 7 If the signature is disabled, click the **Enable** Checkbox.
- 8 Click the **Apply** button.

Specifying System Name Patterns

System name matching patterns limit the discovery of applications to selected systems in the topology of the ACM Domain Manager. This can be important for large networks with many systems.

To specify system name patterns, click the **Customize...** button next to the System Name Pattern field. This displays a dialog that provides two mutually exclusive options:

- Use all systems matched by pattern
- Use only selected systems

Figure 4 illustrates the dialog.

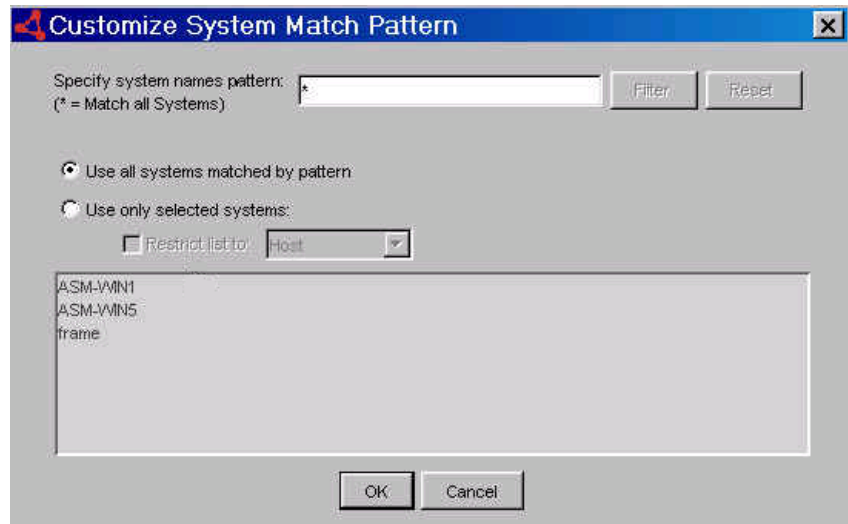


Figure 4: Customize System Match Patterns

Note: If you do not specify patterns, the default for System Name Pattern is “*”. This means that the system will apply the application signature on all systems added to the ACM Domain Manager’s topology.

Use All Systems Matched by Pattern

To use this option:

- 1 Specify the System names pattern and click the **Apply** button. (The example in the figure shows the System names pattern default “*”). For additional information about matching patterns and the use of wildcard characters in patterns, see [Wildcards Used By EMC Smarts Software](#) on page 43.
- 2 Select Use all systems matched by pattern.
- 3 The list in the dialog is updated with the systems that match the applied system names pattern. You cannot select individual systems from the list.
- 4 Click the **OK** button.
- 5 The system names pattern is displayed in the System Names Pattern field in the Application Signature tab.

Use Only Selected Systems

To use this option:

- 1 Specify the System names pattern(s) and click the **Apply** button. (The example in the figure shows the System names pattern default "*"). For additional information about matching patterns and the use of wildcard characters in patterns, see [Wildcards Used By EMC Smarts Software](#) on page 43.
- 2 Select Use on selected systems.
- 3 The list in the dialog is updated with the systems that match the applied system names pattern.
- 4 Select individual system names from the list and click the **OK** button.
- 5 The system names pattern is displayed in the System Names Pattern field in the Application Signature tab.

The Standard Discovery Probe

The Standard Probe is a program that, when combined with an application signature that is defined through the Application Signature Configuration Interface, automatically discovers TCP-based applications (based on the Application Class specified in the signatures).

The Standard Probe provides the following functionality:

- It creates basic application topology, specified through the Application Signature Configuration Interface for the application.
- It sets up monitoring for the discovered application by creating a corresponding check, and instrumenting it with the action specified through the Application Signature Configuration Interface.

When an application signature is set up with the Standard Probe as the probe for the named application, the probe is automatically invoked whenever a new system with matching criteria is added to the topology. The probe then proceeds to create a basic topology application object (SoftwareService) and additional topology information.

The Standard Probe also sets up monitoring for the created application using information in the Monitoring Action of the application signature.

The discovery interval for the probe is set in the Topology tab.

The Standard Probe creates basic topology for:

- The Software Service object (represents the discovered application).
- The TCP endpoint through which the Software Service can be accessed.
- A Software Element Check object that is instrumented with a specified monitoring action (tcpAction).

The Standard Probe also creates the following relationships:

- Creates “Accessed Via” relationship with the target class instance for the TCP Endpoint Instance.
- Creates “CheckedBy” relationship of the target class instance of an object that is instrumented with a specified monitoring action (tcpAction) to provide monitoring of the application.
- Creates “HostedBy” relationship with the target class instance of the Unitary Computer System (for example, Host, Node, or Router) on which the application was discovered.

The Standard tcpAction

The Standard tcpAction is a monitoring action that monitors the tcp connectivity of the discovered elements by periodically polling the elements. It is the default monitoring action for all predefined, autodetect application signatures included with Application Connectivity Monitor.

After the Standard Probe discovers and creates a basic topology application object (SoftwareService) for a specified autodetect signature, it automatically initiates the Standard tcpAction monitoring action. Thereafter, the tcpAction periodically polls the element to determine the connectivity status of that element.

The polling interval of the tcpAction is set through the Polling and Thresholds Console.

Where applicable, the parameters of the Standard tcpAction can be changed through the Customize Monitoring Action Dialog. The parameters include:

- address: the hostname or IP address of the server.

For autodetect signatures, this can be left blank. The information is collected at runtime.

- port: the port number of the server.
For autodetect signatures, this can be left blank. The information is taken from the detection information.
If you explicitly provide this parameter in the dialog, the entered value overrides the default one (the detection port).
- requestString: the request string to send to the server.
- matchPattern: the pattern against which the server response is to be matched.
- timeout: the timeout for the action in milliseconds.

Removing Topology Elements

Occasionally, topology elements (software services and the systems that host the services) may need to be removed from the discovered topology.

Note: Edit the application signature that is associated with the software service and system before you remove the element from the topology.

To remove an auto-detected element:

- 1 Access the application signature that discovered the auto-detected software service that you want to remove, and change the System Name Pattern so that the service will not be rediscovered.
- 2 Select a software service in the Topology Browser, right click on it, and select Delete.

The system removes the software service and the underlying topology created by the discovery of the software service. It also stops monitoring the deleted element(s).

Scenarios for Removing Elements

The following provide some scenarios for the removal of topology elements.

- A software service that was previously discovered is no longer of concern or interest.
 - Change the application signature for the software service.
 - Right click on the service and select Delete.
 - Use DiscoverAll and verify that the software service object is not detected.
- A system is removed from Availability Manager.
 - All auto-detected software service objects and their related topology are removed.
- A system is in the topology of Availability Manager, but it is no longer of interest in Application Connectivity Monitor. All software services need to be removed from it.
 - Change the associated application signatures to exclude the system from all future discoveries.
 - Right click each software service object for the system and select Delete.

When you change the Application Class parameter of an application signature, and invoke DiscoverAll, and a new application is discovered by that signature, the originally discovered application will be removed and the newly discovered application will be created.

For example: A host, flyer, hosts a WebServer application that was discovered by the "AS_WebServer" application signature on port 80.

If you change the signature to specify a different application class (for instance, TelnetService) and then invoke DiscoverAll, the original WebServer application will be removed and a new Software Service of the class TelnetService is created.

This occurs only if, after changing the signature, a new application is discovered. If you change the signature and a new application is not discovered by DiscoverAll, the originally discovered application remains in the topology.

4

Groups and Settings

A *setting* is a collection of parameters common to a particular type of analysis (for example, Oracle Database). A component called a group contains zero or more settings and is related to managed elements in your network based on matching criteria.

Each member of a group is configured according to parameters defined in the group's settings. In this way, different threshold values can be applied to different groups of devices.

This section describes the groups, settings and thresholds used by Application Connectivity Monitor. It also provides instructions for modifying the properties of a group and the parameters of a setting.

You can modify the groups or create groups to tailor the analysis of Application Connectivity Monitor to your particular managed domain.

For complete information about the classes described in this chapter, see the *EMC Smarts Application Connectivity Monitor User's Guide*.

Default Threshold Groups and Settings

This section describes the default threshold groups included with the Application Connectivity Monitor and the settings that can be applied to each threshold group.

Threshold Groups

Application Connectivity Monitor provides the following threshold groups:

- Software Service Groups

Software Service Groups

The Software Service Groups applies settings to all elements of the SoftwareService class except elements of the InChargeService class. Table 5 describes the Software Service Groups included with Application Connectivity Monitor.

Table 5: Properties of the Other Software Service Groups

THRESHOLD GROUP	MATCHING CRITERIA	SETTINGS	DESCRIPTION
Default	Value of CreationClassName is not InChargeService, but is an element or subclass of SoftwareService	Software Service Thresholds	Members include elements of the VirtualSoftwareService (and its subclasses), MgmtService, and MgmtAgent classes.

Threshold Settings

Application Connectivity Monitor includes the following threshold settings:

- Software Service Thresholds

For more information about which threshold groups a setting can be applied to, see [Threshold Groups](#) on page 32.

Software Service Thresholds

Software service thresholds provide parameters for software element checks. The software element checks use two parameters, Check_Sensitivity and StatisticsWindow, in conjunction with a threshold to determine when an abnormal condition exists. This design provides two benefits:

- It prevents wide variations between high and low values from skewing the results, as might be the case if values were averaged.
- It provides more control over the sensitivity of the analysis. When the value of the sensitivity parameter is 0%, one value over the threshold triggers the event. If the sensitivity parameter is 100%, every value within the StatisticsWindow must be over the threshold.

Table 6 describes the parameters of Software Service Thresholds.

Table 6: Parameters for Software Service Thresholds

PARAMETER	UNIT OR TYPE	DESCRIPTION
Check_MaxResponseTime	Seconds	The maximum response time for a check. The actual response time for a check is compared against this threshold to determine if the check is running slow.
Check_Sensitivity	Percentage (%)	The percentage of samples during a set time period (StatisticsWindow) that must violate the Check_MaxResponseTime threshold to trigger an event. 0% means that one value over the threshold triggers the event. 100% means that every value within the StatisticsWindow must be over the threshold.

Note: The StatisticsWindow is fixed and cannot be changed through the console.

Interaction of Sensitivity, StatisticsWindow, and Threshold Parameters

Resource-based settings use two parameters, Sensitivity and StatisticsWindow, in conjunction with one or more thresholds to determine when an abnormal condition exists. This design provides two benefits:

- It prevents wide variations between high and low values from skewing the results, as might be the case if values were averaged.
- It provides more control over the sensitivity of the analysis. When the value of the sensitivity parameter is 0%, one value over the threshold triggers the event. If the sensitivity parameter is 100%, every value must be over the threshold.

The following example illustrates how these parameters work:

A SoftwareElementCheck samples a parameter such as ResponseTime every 30 seconds and compares it to the threshold, MaxResponseTime. The SoftwareElementCheck records whether the value is over the threshold. At regular intervals, determined by the correlation engine, the SoftwareElementCheck compares the number of samples that violated the threshold during the most recent window interval (StatisticsWindow) to the sensitivity parameter. If the percentage of samples in violation is higher than the sensitivity parameters, a symptom is triggered.

Default Polling Groups and Settings

This section describes the default polling groups included with Application Connectivity Monitor and the settings that can be applied to each polling group.

Polling Groups

Application Connectivity Monitor provides the following polling groups:

- Software Service Polling Groups

Software Service Polling Groups

The Software Service Polling Groups applies settings to all elements of the SoftwareService class except elements of the InChargeService class. Table 7 describes the Software Service Groups included with Application Connectivity Monitor.

Table 7: Properties of the Software Service Polling Groups

POLLING GROUP	MATCHING CRITERIA	SETTINGS	DESCRIPTION
Default	Value of CreationClassName is not InChargeService, but is an element or subclass of SoftwareService	Software Service Polling	Members include elements of the SoftwareService and its subclasses.

Polling Settings

Application Connectivity Monitor provides the following polling settings:

- Software Service Polling

For more information about which threshold groups a setting can be applied to, see [Polling Groups](#) on page 34.

Software Service Polling

The Software Service Polling setting provides the parameter used to control polling. Table 8 describes the parameters of Software Service Polling.

Table 8: Parameters for Software Service Polling

PARAMETER	UNIT OR TYPE	DESCRIPTION
Check_PollingPeriod	Seconds	The polling interval for a check.

Working With Groups and Settings

The configuration of a Domain Manager applies parameters to defined sets of managed elements.

- A group is composed of settings and members.
- A setting is composed of one or more related parameters.
- A member is an element of the managed topology that belongs to a group.

Using the Polling and Thresholds Console, you can perform the following configuration tasks:

- Modify the properties of existing groups.
 - Determine what settings are applied to a group.
 - Modify the parameters of a setting.
- Create new groups.

Opening the Polling and Thresholds Console

The Polling and Thresholds Console is used to display groups and modify their properties. To access the Polling and Threshold Console, you must first open the Domain Manager Administration Console.

Attaching to a Domain Manager with the Domain Manager Administration Console requires an EMC Smarts user account with the following privileges and permissions:

- All privileges, specified in the *serverConnect.conf* file (or its equivalent) read by the Domain Manager.
- Permission to use the console operation *Configure Domain Manager Admin Console*. Through the Global Manager Administration Console, this permission is specified in the Console Operations section of the user profile.

For information about configuring access privileges, see the *EMC Smarts System Administration Guide*. For information about configuring permissions to perform specific console operations, see the *EMC Smarts Service Assurance Manager Configuration Guide*.

To open the Polling and Thresholds Console, follow these steps:

- 1** Attach to the Domain Manager with the Global Console. The Topology Browser Console opens.
- 2** In the Topology Browser Console, select *Configure > Domain Manager Administration Console*. The Domain Manager Administration Console opens.
- 3** In the Domain Manager Administration Console, select *Edit > Polling and Thresholds*. The Polling and Thresholds Console opens.

Layout of the Polling and Thresholds Console

The Polling and Thresholds Console is divided into two panels.

- The left panel displays the icon for the analysis domain in the upper-left corner and provides two tabs, Polling and Thresholds, at the bottom. When the Polling tab is selected, the console displays polling groups. Likewise, when the Thresholds tab is selected, the console displays threshold groups.

For each group, there are settings that provide adjustable parameters and a membership list of managed elements to which the settings are applied.

- The right panel remains blank until a group, setting, or member is selected in the left panel. When an item is selected in the left panel, the right panel displays additional information regarding that item.

Note:

Some domain managers only contain polling or threshold groups, but not both. The Domain Manager will only display the groups that it contains. For example, if threshold groups are not available to a Domain Manager, then only polling groups are displayed. A managed element can be a member of one Polling group and one Threshold group.

Figure 5 provides an example of a Polling and Thresholds Console.

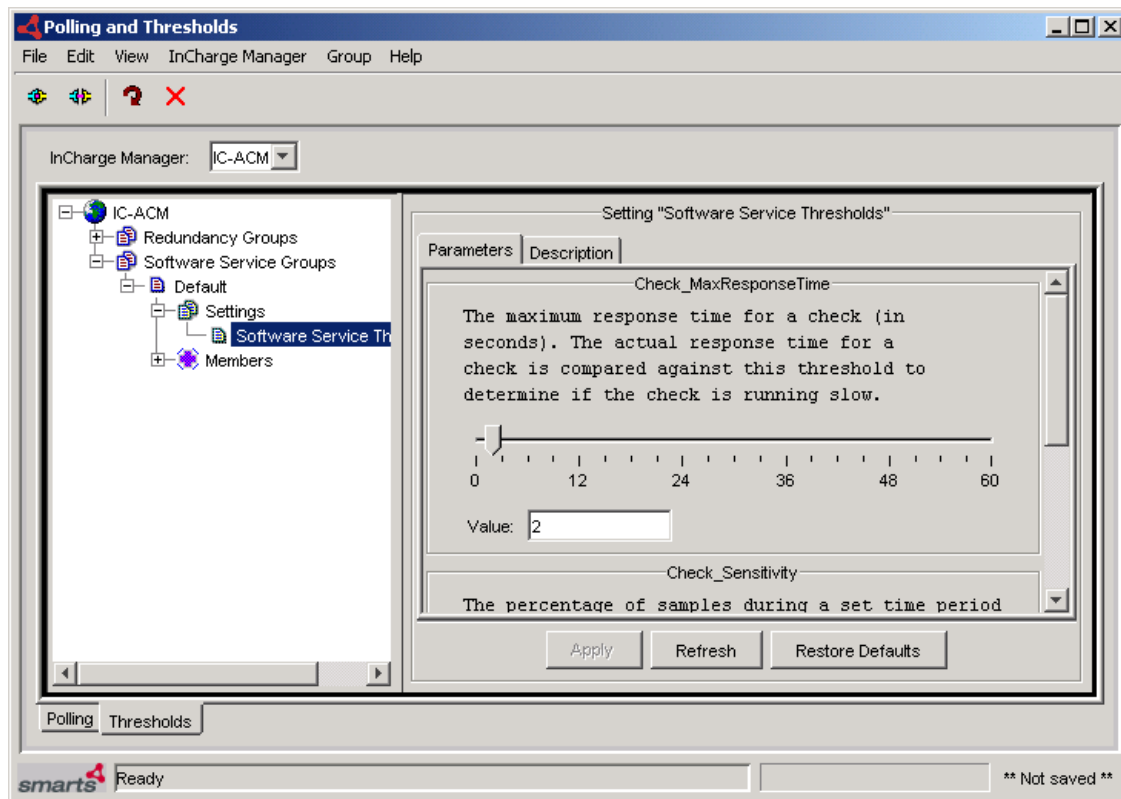


Figure 5: Polling and Thresholds Console—Example

Polling and Thresholds Console Toolbar Buttons

The toolbar of the Polling and Thresholds Console provides quick access to the commands described in Table 9.

Table 9: Polling and Thresholds Console Toolbar Buttons





BUTTON	DESCRIPTION
	Attach to a Domain Manager
	Detach from a Domain Manager

Table 9: Polling and Thresholds Console Toolbar Buttons

BUTTON	DESCRIPTION
	Reconfigure polling and thresholds groups
	Delete selected item

How Managed Elements Are Assigned to Groups

When a Domain Manager performs discovery, it automatically assigns each managed element to a group based on:

- Matching criteria defined for the group
- Priority of the group, which determines membership when an element meets the matching criteria for more than one group

A managed element can be a member of one and only one polling group and a member of one and only one threshold group.

Modifying the Properties of a Group

A group is composed of settings and members. A setting includes one or more parameters. The matching criteria specified for the group and the group's priority determine which managed elements are members of the group.

When a group is selected in the left panel of the Polling and Thresholds Console, four tabs are displayed:

- Settings
- Priorities
- Matching Criteria
- Description

Modifying the properties under each of these tabs changes the configuration of the group. When you finish editing the properties of a group, click the **Apply** button to save the changes and then select **Reconfigure** from the Group menu to make the configuration changes take effect.

Method for Adding or Removing Settings

A group's settings determine what parameters are applied to the managed elements that are members of the group.

The Settings tab is divided into two sections: Current Settings and Available Settings. The Current Settings section lists the settings that are applied to the group. The Available Settings section lists additional available settings.

Adding or Removing a Setting

- 1 Select a setting from the Current Settings list or from the Available Settings list.
- 2 Click **Add** to move an available setting to the Current Settings list or click **Remove** to move a current setting to the Available Settings list.
- 3 Click **Apply**.
- 4 Select **Reconfigure** from the Group menu.

Method for Modifying the Priority of Groups

Priority and matching criteria determine which managed elements are members of what group. When an element matches the criteria for two or more groups, the managed element becomes a member of the group with the highest priority.

The Priorities tab lists groups in the order of their priority, from highest to lowest.

Changing the Priority of a Group

- 1 Select the group for which you want to change the priority.
- 2 Click the up or down arrow to change its position relative to the other groups.
- 3 Click **Apply**.
- 4 Select **Reconfigure** from the Group menu.

Method for Editing Matching Criteria

Matching criteria, which appear at the top of the Matching Criteria tab, are defined using the attributes of the managed elements. Each matching criterion has three fields: Name, Description, and Value.

- Name identifies the attribute that is used as a matching criterion.
- Description is the description of the attribute taken from the ICIM model.

- Value is any combination of text, integers, and wildcards that is matched against the value of the attribute in the managed element. The Value field for a matching criterion is *not* case-sensitive.

If the value of a managed element's attribute matches a matching criterion, the managed element is eligible to become a member of the group. When more than one matching criterion is specified, a managed element must match all criteria to become a member of the group.

Adding or Removing Matching Criteria

- 1** Select a matching criterion.
- 2** Click **Enable** to make the criterion active, moving it to the top of the Matching Criteria tab.

Use Disable to deactivate the criterion, moving it to the bottom of the Matching Criteria tab.
- 3** If you are adding a matching criterion, type a matching pattern in the Value field.
- 4** Click **Apply**.
- 5** Select **Reconfigure** from the Group menu.

Changing the Value of a Matching Criterion

- 1** Select the string in the Value field or double-click the Value field to highlight the current value.
- 2** Type the text, integers, or wildcard to match against the attribute.
- 3** Click **Apply**.
- 4** Select **Reconfigure** from the Group menu.

A Domain Manager processes matching criteria in the following manner. First, managed elements are compared against the matching criteria of the group with the highest priority. If an element matches all the criteria, it is added as a member of the group. If an element does not match all the criteria, it is compared against the matching criteria of the group with the second highest priority, and so on.

Method for Modifying the Parameters of a Setting

The parameters of a setting are changed in one of two ways: by (1) choosing a value from a drop-down menu or (2) entering a value in a Value field or adjusting a slider bar representing a range of values.

Changing the Parameters of a Setting

- 1 Select the setting in the left panel of the Polling and Thresholds Console. The parameters of a setting are listed in the right panel of the console.
- 2 Change the value of a parameter using one of the following methods:
For a drop-down menu, click the menu and select a value.
For a slider bar presentation,
 - Type a value into the Value field and press **Enter** or
 - Select the slider bar and drag its handle with the mouse to change the value or select the slider bar and use the arrow keys to move its handle to change the value.
- 3 Click **Apply** to save the changes.
- 4 Select **Reconfigure** from the Group menu.

Restoring the Default Values of a Setting

The **Restore Defaults** button, which is visible when a setting is selected in the left panel of the Polling and Thresholds Console, restores the default values of all the parameters for the selected setting.

- 1 Select the setting.
- 2 Click **Restore Defaults**.
- 3 Select **Reconfigure** from the Group menu.

Creating New Groups

Creating a new group enables you to customize the settings for a group of managed elements. You can use two methods to create a new group:

- Copy an existing group. The new group contains the same settings and thresholds as the original group. Matching criteria are not copied.
- Create an empty group. The new group does not contain any settings or members. You must add settings and matching criteria, and set the priority of the new group.

After you create a new group, use procedures previously described to adjust the settings of the new group. For information regarding settings, see [Method for Modifying the Priority of Groups](#), and for information regarding groups, see [Modifying the Properties of a Group](#).

Copying an Existing Group

- 1 Right-click the Polling or Threshold group that you want to copy.
- 2 Select **Copy** from the pop-up menu to display the Copy Group dialog.
- 3 In the dialog, type a name and an optional description for the new group and click **OK**. The new group contains the same settings and thresholds as the group you copied.
- 4 Edit the settings, matching criteria, and priority of the new group. Change the value of any thresholds or parameters as necessary.
- 5 Select **Reconfigure** from the Group menu.

Creating an Empty Group

- 1 In the left panel of the Polling and Threshold Console, right-click the group type for which you want to create a new group. (When a Domain Manager provides more than one default group, you can create more than one type of group.)
- 2 Select **New Group** from the pop-up menu to display the New Group dialog.
- 3 In the dialog, type a name and an optional description for the new group and click **OK**.
- 4 Add settings and matching criteria, and set the priority of the new group. Change the values of any thresholds or parameters as necessary.
- 5 Select **Reconfigure** from the Group menu.



Wildcards Used By EMC Smarts Software

This appendix describes the wildcards used by EMC Smarts software. The wildcards can be used for pattern matching in noted instances.

A wildcard pattern is a series of characters that are matched against incoming character strings. You can use these patterns when you define pattern matching criteria.

Matching is done strictly from left to right, one character or basic wildcard pattern at a time. Basic wildcard patterns are defined in Table 10. Characters that are not part of match constructs match themselves. The pattern and the incoming string must match completely. For example, the pattern *abcd* does not match the input *abcde* or *abc*.

A compound wildcard pattern consists of one or more basic wildcard patterns separated by ampersand (&) or tilde (~) characters. A compound wildcard pattern is matched by attempting to match each of its component basic wildcard patterns against the entire input string. For compound wildcard patterns, see Table 11.

If the first character of a compound wildcard pattern is an ampersand (&) or tilde (~) character, the compound is interpreted as if an asterisk (*) appeared at the beginning of the pattern. For example, the pattern *~*[0-9]** matches any string not containing any digits. A trailing instance of an ampersand character (&) can only match the empty string. A trailing instance of a tilde character (~) can be read as "except for the empty string."

Note: Spaces are interpreted as characters and are subject to matching even if they are adjacent to operators like "&".

Table 10: Basic Wildcard Patterns

CHARACTER	DESCRIPTION
Note: Spaces specified before or after wildcard operators are interpreted as characters and are subject to matching.	
?	Matches any single character. For example, <i>server?.smarts.com</i> matches <i>server3.smarts.com</i> and <i>serverB.smarts.com</i> , but not <i>server10.smarts.com</i> .
*	Matches an arbitrary string of characters. The string can be empty. For example, <i>server*.smarts.com</i> matches <i>server-ny.smarts.com</i> and <i>server.smarts.com</i> (an empty match).
[set]	Matches any single character that appears within [set]; or, if the first character of [set] is (^), any single character that is <i>not</i> in the set. A hyphen (-) within [set] indicates a range, so that [a-d] is equivalent to [abcd]. The character before the hyphen (-) must precede the character after it or the range will be empty. The character (^) in any position except the first, or a hyphen (-) at the first or last position, has no special meaning. Example, <i>server[789].smarts.com</i> matches <i>server7.smarts.com</i> through <i>server9.smarts.com</i> , but not <i>server6.smarts.com</i> . It also matches <i>server-.smarts.com</i> . Example: <i>server[^12].smarts.com</i> does not match <i>server1.smarts.com</i> or <i>server2.smarts.com</i> , but will match <i>server8.smarts.com</i> .
<n1-n2>	Matches numbers in a given range. Both <i>n1</i> and <i>n2</i> must be strings of digits, which represent non-negative integer values. The matching characters are a non-empty string of digits whose value, as a non-negative integer, is greater than or equal to <i>n1</i> and less than or equal to <i>n2</i> . If either end of the range is omitted, no limitation is placed on the accepted number. For example, <i>98.49.<1-100>.10</i> matches a range of IP addresses from <i>98.49.1.10</i> through <i>98.49.100.10</i> . Example of an omitted high end of the range: <i><50></i> matches any string of digits with a value greater than or equal to 50. Example of an omitted low end of the range: <i><-150></i> matches any value between zero and 150. A more subtle example: The pattern <i><1-10>* </i> matches 1, 2, up through 10, with * matching no characters. Similarly, it matches strings like 9x, with * matching the trailing x. However, it does not match 11, because <i><1-10></i> always extracts the longest possible string of digits (11) and then matches only if the number it represents is in range.
	Matches alternatives. For example, " <i>ab bc cd</i> " without spaces matches exactly the three following strings: " <i>ab</i> ", " <i>bc</i> ", and " <i>cd</i> ". A as the first or last character of a pattern accepts an empty string as a match. Example with spaces " <i>ab bc</i> " matches the strings " <i>ab</i> " and " <i>bc</i> ".
\	Removes the special status, if any, of the following character. Backslash (\) has no special meaning within a set ([set]) or range (<n1-n2>) construct.

Special characters for compound wildcard patterns are summarized below.

Table 1 1: Compound Wildcard Patterns

CHARACTER	DESCRIPTION
&	<p>"And Also" for a compound wildcard pattern. If a component basic wildcard pattern is preceded by & (or is the first basic wildcard pattern in the compound wildcard pattern), it <i>must</i> successfully match.</p> <p>Example: *NY*&*Router* matches all strings which contain NY and also contain Router.</p> <p>Example: <1-100>&*[02468] matches even numbers between 1 and 100 inclusive. The <1-100> component only passes numbers in the correct range and the *[02468] component only passes numbers that end in an even digit.</p> <p>Example: *A* *B*&*C* matches strings that contain either an A or a B, and also contain a C.</p>
~	<p>"Except" for a compound wildcard pattern (opposite function of &). If a component basic wildcard pattern is preceded by ~, it <i>must not</i> match.</p> <p>Example: 10.20.30.*~10.20.30.50 matches all devices on network 10.20.30 except 10.20.30.50.</p> <p>Example: *Router*~*Cisco*&*10.20.30.*~10.20.30.<10-20>* matches a Router, except a Cisco router, with an address on network 10.20.30, except not 10.20.30.10 through 10.20.30.20.</p>

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